

Notice of References Cited			Application/Control No.	Applicant(s)/Patent Under Reexamination DREW ET AL.	
			Examiner Akiba K Robinson-Boyce	Art Unit 3623	Page 1 of 1

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-6,064,731	05-2000	Flockhart et al.	379/265.06
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	"Are Your Customers Profitable?", Bank Marketing International, 14, October 1996, Lafferty Publications Ltd.
	V	Canfield, "Cost Optimization of Periodic Preventice Maintenance", 1986 April, IEEE Transactions On Reliability, Vol. R-35, NO. 1
	W	
	X	

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.